Fort Monroe Exchange 2003 Migration

INFORMATION UPDATED IN RED 1 May 2007

The following information is provided to assist customers in the migration to Army Exchange 2003. It's important to understand that failure to incorporate these suggestions may adversely impact email service to the customer (both migrated and/or un-migrated accounts).

The organizational IMO or Monroe IT Support, x-3055, may provide additional clarification or assistance.

Migration will begin at noon on Sunday and 6 p.m. Monday through Friday beginning Sunday, 15 April 2007. You will be notified in advance of the night your mailbox will be migrated.

BEFORE MIGRATION (before leaving for the day (i.e. night of migration)):

1. Make note of any rules or permissions you have established on your mailbox as you will have to re-establish these after migration.

2. Reduce the size of your mailbox (Inbox, Sent Items, Deleted Items, etc). Delete or move un-needed items to a Personal Folder (.pst). Customers can right click on their mailbox, select properties & view folder size to review this information.

3. Backup your mailbox to a pst file. Click on File, Import and Export, Export to a file, click Next, select Personal Folder File (.pst), click Next, Select Mailbox and include subfolders, click Next, browse to the path where you wish to store the pst and give it a name of backup.pst, click Finish, give it a name of Backup, select no encryption and do not password protect the file, and click OK. Write down the location of this file.

4. Cached Exchange Mode Setting: Customers should check their Outlook and insure that the "Use Cached Exchange Mode" option is NOT checked. From within OUTLOOK 2003 the end-user should: click Tools; click E-mail Accounts; insure View or change Existing email accounts is selected and click Next; click Change; Insure that the option Use Cached Exchange Mode is NOT checked. If it is, uncheck this box and click Next and Finish.

5. Make sure you logoff your computer but be sure to leave your computer powered on and connected to the network.

DURING MIGRATION: Actual migration activities begin after 1800 hours Sunday through Thursday. When your organization is scheduled to migrate, it's very important that you remain logged off your computer and that you DO NOT access your email account via the outlook client or the blackberry from home or work. Once migration is complete, DOIM will contact your IMO. If there is ANY doubt please contact your IMO for status or assistance. Do NOT assume migration is complete until you get the actual word.

**NOTE - During the actual night of migration larger organizations may take longer than anticipated. Customers should expect no email service until the migration is complete. Customers should check with their IMO for the "all clear" prior to logging on to the computer.

AFTER MIGRATION: In the morning after your mailbox has been migrated, you will be notified by your IMO that you may logon to your computer. The following post migration tasks will be performed automatically when you logon to your computer:

    1. Tumbleweed will be disabled on the workstation.

    2. The outlook profile will be updated to point the outlook client to the new Exchange 2003 email server, the nickname cache will be cleared and reminders will be reset.

    3. Tumbleweed will be enabled.

You may now logon to your outlook client and complete the following tasks:

1. Make sure you see the CONUS global address list. Click on Tools, Address Book, click on the arrow beside Global Address List and you should see several address lists to include Fort Monroe.

2. Publish CAC/PKI certificates to the global address list (GAL). Tools, Options, Security, Publish to GAL and click OK.

3. Check and adjust Outlook settings: Permissions to allow "other users" send on behalf of, read mailbox, update calendar item, rules wizard, etc must be re-established. NOTE: You will not be able to re-establish these rules or permissions for anyone that has not yet migrated. Once they have migrated, you may then re-establish them. When you click on Tools, Rules, the system will ask if you want to select Server or Client rules. Choose Client.

4. Personal distribution lists containing local addresses will have to be rebuilt.

5. After all appears to be working (able to send & receive email), the customer should logon to AKO and FORWARD his/her AKO to the new CONUS email address. Login to AKO, go to My Account, Mail Options, and change the addresses to your akoaccount@conus.army.mil address.

6. Blackberry users once migrated are added to the new Blackberry Enterprise Server and must re-activate their device. They may do so by connecting to their blackberry desktop software; or, the DOIM can set an activation password and the user will go to Options, Enterprise Activation or Options, Advanced Options, Enterprise Activation (depending upon the device model), enter their ako email address and the password provided to them by the DOIM.

7. Make sure you are receiving email from off-post. If not, please contact Monroe IT Support, x-3055 and we will contact C-TNOSC to have the issue resolved.

CONUS CUSTOMER INFORMATION:

1) SELECT FORT MONROE ADDRESSES FROM GAL: Customers should avoid storing local addresses (other Fort Monroe customers) in their Contacts List. When sending local email, select recipient names from the GAL. This is because Exchange embeds special server-to-server "shortcut" encoding in the contact information. Once the customer migrates, this special encoding is no longer valid and will result in undeliverable mail. For this same reason, customers should also be warned against manually keying in names (and selecting cached names) in the To Cc or BCc lines. This is because as both sender and recipient migration occurs these entries will become invalid causing messages to become undeliverable. This cache can be located by searching for and deleting "*.nk2" files (generally located within the user's profile) on the C:> drive.

2) CALENDARS: Please be aware that calendars cannot be shared across Exchange organizations. If a migrated customer is sharing calendars, delegates, etc with an un-migrated customer, that share will become broken and no longer valid. These relationships must be re-established after both customers have been migrated.

3) ORGANIZATION & DISTRIBUTION LIST NAMES: After migration, Organizational and Distribution List names (as they appear in the GAL) have been REVISED in accordance with AEI Directory Services Naming Conventions and Standards. Unique and standard names are required as Fort Monroe now becomes part of a growing and integrated CONUS wide Domain/Forest GAL. Most organizational names and distribution groups can be found by first keying in "MONR" in the GAL Select Names window. Customers who use these accounts should verify the SMTP address. The address will be monr????????@conus.army.mil to insure it's uniqueness in the Army CONUS GAL.

4) PUBLIC FOLDERS: You will see all the public folders in the CONUS organization; however, you will only be able to view Fort Monroe's. Fort Monroe's public folders are located under Monroe Public Folders. It is the responsibility of each organization's IT support group to check and ensure all the permissions and/or rights that are required to their public folders have been re-instated properly and the organization will populate the public folder with the data they copied to a .pst file prior to migration.

5) MAILBOX SIZE: The default mailbox size for migrated Exchange 2003 is now 90 mg warning and 100 mg prohibit send.

6) EMAIL ADDRESS: Customers should use their AKO email address as their permanent email address. Fort Monroe users are advised to stop using the akoaccount@monroe.army.mil address although these will continue to work until the migration for Fort Monroe is complete. After that date, NETCOM will remove the akoaccount@monroe.army.mil reference and any email addressed in this manner will fail. **Again, customers should use their AKO address as their permanent email address and advertise this address in your signature block.**

7) CONTACTS: In the Exchange 2003 CONUS environment, addresses for individuals that are not in CONUS and that are required to be in a distribution list will be created in the Monroe Public Folder Contacts folders. In addition, public distribution lists that contain folks from off-post are located in the Monroe Public Folder Contacts folders.   A contacts folder has been created to store these distribution lists for each organization.

To view contact public folders from the Address Book, right click on each contact public folder, select properties, Outlook Address Book and select "Show this folder as an e-mail Address Book".
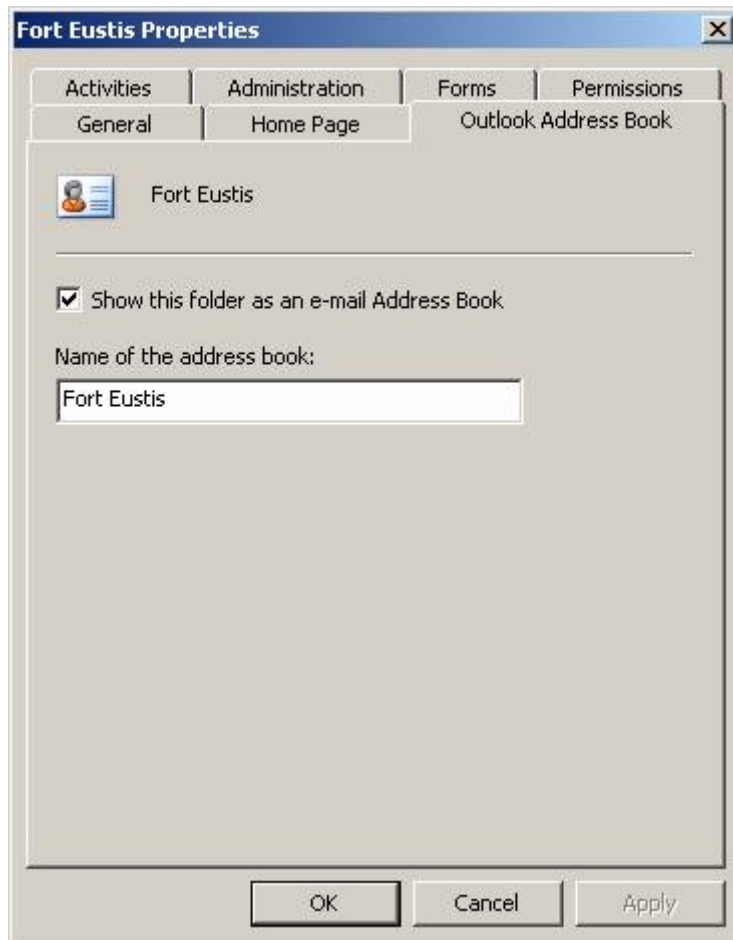
8) DEFAULT MESSAGE SIZE RESTRICTION: Army gateways have a message size limit of 10 mg. Messages exceeding this size are returned undeliverable.

KNOWN ISSUES

Classification Banner: The first click is back! To resolve this issue, a public folder must be created at the Enterprise level. This is going through an approval process and will be implemented at the Enterprise, but a time frame has yet to be determined.
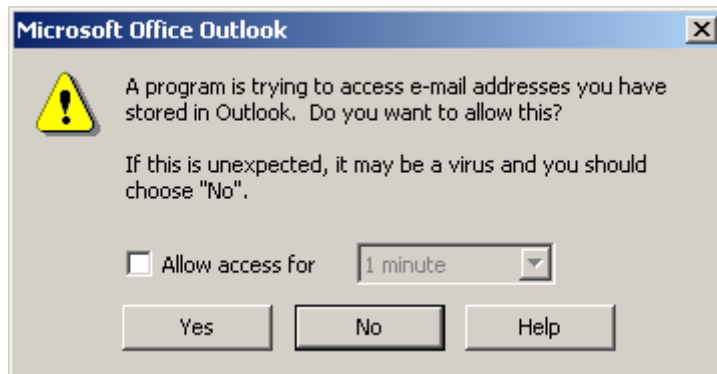
Display Name: The display name in the CONUS global address list is updated on a regular basis by the Enterprise Directory Service (EDS)-Lite Global Address List. Occasionally, there are issues that result in the display name showing up in the global address list as first name, last name; or, the display name is not populated correctly with citizenship and MACOM. This is a well-known issue and EDS-Lite is working on resolving this problem.

Replying to an Email: If you reply to an email and the recipients have been migrated since the original email was sent, you will receive an undeliverable for that recipient. When this occurs, open the email you sent and forward it selecting the address of the failed recipient from the CONUS global address list. This will be an ongoing issue until everyone is migrated.

Distribution Groups/Lists: We have run into a problem with updating distribution groups (public distribution lists in Exchange 5.5). You cannot add contacts to the distribution group and you are unable to add an individual from the CONUS GAL to the distribution group if they are not in the Monroe ou. I have submitted a trouble ticket (Remedy Ticket 830799) to the E2K3 C-TNOSC support group; however, they do not have an answer for me at this time. The issue has been escalated.

Two other installations had the same issue and as a work around, one installation created the contacts in active directory; but, they only had two contacts they needed to create. We have over 180,000 custom recipients in Exchange 5.5. The other installation said they ended up creating distribution lists in the contacts public folder. Using this method, you are able to add anyone from the GAL to the list and you are able to add any contacts to this list. The only limitation to this method is you cannot have more than 100 recipients in the distribution list.

Since we do not have a solution for updating the distribution groups, we are creating the 5.5 public distribution lists in contact public folders. We have created a public folder for

each organization where your distribution lists will be stored; i.e. ARCIC Distribution Lists.

Distribution groups will be used for those lists that contain local users only and contain more than 100 addresses.

To view contact public folders from the Address Book, right click on each contact public folder, select properties, Outlook Address Book and select "Show this folder as an e-mail Address Book".
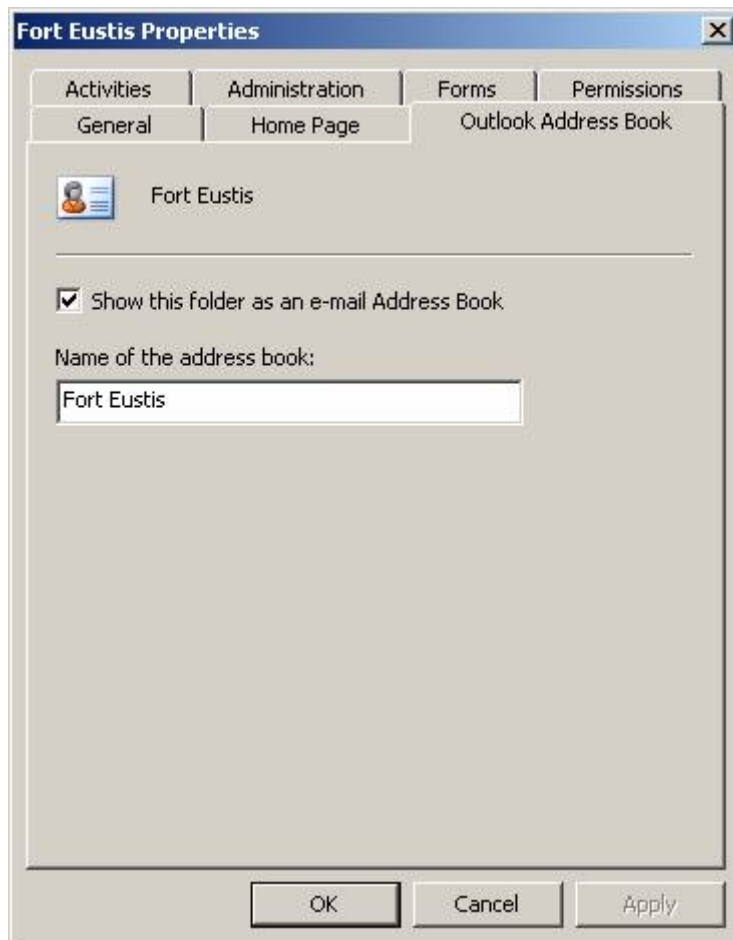
Duplicate E-mail Addresses: Users may not receive email from off-post because there is a duplicate email address in CONUS and the sender will receive an undeliverable with the following error:

A configuration error in the recipient's e-mail system prevented delivery of this message. Two recipients are configured with the same e-mail address. Contact your administrator.
        <MONR010BE000002.nae.ds.army.mil #5.1.4>

When you are migrated, please make sure you are receiving email from off-post. If not, please contact Monroe IT Support, x-3055 and we will contact the C-TNOSC E2K3 Support Team to have the issue resolved.